

**FEDERAL AVIATION ADMINISTRATION (FAA)  
AEROSPACE MEDICAL CERTIFICATION DIVISION (AMCD)**

**MARKET SURVEY**

**BACKGROUND:** The Federal Aviation Administration (FAA) requires pilots to have a valid medical certificate as mandated by 14 Code of Federal Regulations Part 67-Medical Standards and Certification. The medical certification program of the FAA AMCD is to ensure the United States pilot population and the general public is safe from aircraft accidents that could be the result of pilot medical problems. AMCD is the responsible for providing the following services in support of safety across National Air Space (NAS). These include:

- Establishing Medical Standards and Certification Procedures for Pilots
- Issuing Pilot Medical Certificates
- Reviewing Pilot Medical Records
- Issuing Duplicate Medical Certificates
- Verifying Pilot Medical Certificates

**PURPOSE:** AMCD requires non-personal support services in accordance with the statement of work (SOW) to process source documents associated with medical certification. The Medical Certification program activities include:

- Mailroom
- Correspondence
- Document Preparation
- Scanning
- Call Center
- Record Control
- Aerospace Medical Certification Sub-System (AMCS) Telephone Support
- Aerospace Medical Examiner Quality Assurance Review

AMCD utilizes the Document Imaging Workflow System (DIWS) to enter and track information on each applicant for medical certification. Each pilot's medical application must be scanned into DIWS. AMCD processes each case within the DIWS and generates correspondence. The anticipated labor is considered to be administrative/clerical in nature with limited support specifically designated as technical and managerial. The contract support services responsibilities include:

- Mailroom Operation including Mailroom Correspondence
- Performing Document Scanning of Pilot and AME Medical Records
- Coordinating Medical Correspondence
- Record Control File Support
- Operating the AMCD Certification call center and hot line to support of AMCD in the processing of source documents
- Airmen Medical Certification Support (AMCS) Technical Support
- Airmen Medical Examiner (AME) Quality Assurance

Performance will be conducted at the Mike Monroney Aeronautical Center (MMAC), Civil Aerospace Medical Institute (CAMI) Facility. The Government will provide facilities, equipment and supplies at no cost to the contractor. This is a non-personal support services requirement. The Contractor must be able to provide On-Site Supervision of personnel and Contractor Quality Assurance/Quality Control systems are required for successful performance. All support services must meet or exceed the following AMCD FAA Flight Plan and AMCD AVS Quality Management System (QMS) metrics:

1. AMCD will sustain an average processing time of 30 days or less for all priority examinations
2. Must maintain or reduce Level of Production Backlog
3. Must Maintain or reduce Level of Clerical Error Rates

The Contract period of performance is expected to be a Basic 12-month with 2 12-month renewable option years beginning November 1, 2011

A single Delivery Order will be issued, increment funding may be necessary, as required. The FAA anticipates awarding a single Indefinite Delivery/Indefinite Quantity (IDIQ) type Contract with a combination of Fixed Price Program Management Contract Line Item Number (CLIN) and two Labor Rate CLINs.

The FAA anticipates Labor/Skills Mix based on historical data for the following:

***Contract Project Management/On-Site Supervision***

Program Management and serves as supervisor for contract employees in accordance with the statement of work.

On-Site Supervisor	Estimated Hours = 1860 ea	Estimated FTE=1
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***Aerospace Medical Certification Case Review***

Medical Case support services in accordance with the SOW: Approximately 2,000.00 cases per year.

Aeromedical Examiner II	Estimated Hours = 1860 ea	Estimated FTE=1
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This Aeromedical Examiner II (AE-II) or contractor equivalent position as outlined in the qualification requirements of the SOW must provide analysis of physical examination reports to determine Aerospace Medical Examiner (AME) compliance with accepted medical standards prescribes in FAR Part 67. The PA-II analyzes medical reports, certificates, waivers, and supporting documents for AME conformance with established policies and procedures in accordance with SOW.

### ***Aerospace Medical Certification Call Center Support Services***

Call Center support services in accordance with the SOW: Approximately 135,000 calls per year.

Administrative Assistant II	Estimated Hours =1860 ea	Estimated FTE=2
Inspector III	Estimated Hours =1860 ea	Estimated FTE=7

Assist callers including AMEs and their staff, FAA regional medical staff, AMCD personnel and other Office of Aviation Medicine Staff with Medical Certification call and AMCS problem calls in accordance with the SOW.

### ***Aerospace Medical Certification Document Preparation, Scanning, QA/QC, Document Processing Services (File and Correspondence Processing)***

The Contractor must perform document processing services and case file maintenance support services in accordance with the SOW: Approximately 4.3 million documents per year.

Administrative Assistant IV	Estimated Hours =1860 ea	Estimated FTE=1
Inspector III	Estimated Hours =1860 ea	Estimated FTE=27
Inspector I	Estimated Hours =1860 ea	Estimated FTE=9
Administrative Assistant II	Estimated Hours =1860 ea	Estimated FTE=2

### ***Aerospace Medical Certification Mail Room Support Services***

The Contractor must perform all mail room support services in accordance with the SOW: Approximately 530,000 pieces per year.

Inspector I	Estimated Hours =1860 ea	Estimated FTE= 2
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### ***Aerospace Medicine Examiner and Pilot Education Systems Support***

PC Support Technician	Estimated Hours =1860 ea	Estimated FTE=1
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***NOTE: The FAA will not pay for any information received or costs incurred in the preparation of any response to the market survey. Therefore any costs associated with the market survey submission are solely at the Interested Parties/Respondent Contractor's expense.***

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**MARKET SURVEY QUESTIONNAIRE**

- 1. The Interested Party/ Respondent Contractor should submit a letter of interest and provide a capabilities' document in support of this requirement. This document should identify: Types of services provided by the Contractor, size and type of services provided on previous contracts considered to be current and relevant (5 years experience within the last 7 years) to this requirement (elaborate and provide detailed information including contract numbers, past performance information with Point of Contracts (Name/Contact Information- Email/Telephone Number), number of years in business.**
- 2. The Respondent Contractor should submit a description of services provided for contracts identified as same/similar. This document should include pricing arrangement, performance period, and scope and value of the work/services provided. (elaborate and provide detailed information about the volume of work performed)**
- 3. The Respondent Contractor should identify the geographical areas where the contractor provides services.**
- 4. The Respondent Contractor should describe its expected programmatic approach (in-house, teaming, subcontracting, etc.) The Respondent must provide its strategy for accomplishing work as outlined in the statement of work, including the percentage of work that will be done by eligible, service-disabled veteran-owned and 8(a) certified businesses. The Contractor should provide a copy of its Small Business Administration (SBA) issued 8(a) Certification for NAICS code 518210.**
- 5. The Respondent should describe its Quality Assurance/Quality Control Process for the management of document review (elaborate and provide detailed information regarding sensitive but unclassified documents) and the contractor's corporate policy for measuring performance.**
- 6. The Respondent should describe its experience for the management of the following:**
  - a. Aerospace Medical Mailrooms**
  - b. Aerospace Medical Correspondence**
  - c. Aerospace Medical Document Preparation and Scanning**
  - d. Aerospace Medical File Room and Document Control**
  - e. Aerospace Medical Certification Call Center**
  - f. Aerospace Medical Certification Sub-System (AMCS) Technical Support**
  - g. Aerospace Medical Examiner (AME) Quality Assurance for Case Review**

**7. The Respondent should describe its specific knowledge and experience with the following systems:**

- a. Document Imaging & Workflow Sub-System (DIWS)**
- b. Aerospace Medical Certification Sub-System (AMCS)**
- c. MedExpress**

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